



**STATE OF TENNESSEE  
DEPARTMENT OF COMMERCE AND INSURANCE  
BOARD FOR LICENSING CONTRACTORS**

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**Carolyn Lazenby  
Executive Director**

- Appointed as the Executive Director on January 1, 2005; worked with the Board for Licensing Contractors from November, 1989 until present. Prior to working with the Contractors Board, employed with the State of Tennessee since July, 1981.
- Serves as President of NASCLA (National Association of State Contractors Licensing Agencies), an organization comprised of individuals from state regulatory agencies across the country, with members from all aspects of the construction industry.  
<http://nascla.org/>
- Native and resident of Dickson county; married to Robert Lazenby 25 years, with three children (Alec, Katie and Austin).
- Charitable Organizations: *Imagination Library* of Dickson County and *Habitat for Humanity* (Middle Tennessee).

The Board for Licensing Contractors is made up of nine (9) Board members and four (4) Home Improvement advisory committee members. Their mission is to assure quality and fair construction practices exist, in all phases of the industry, in order to protect the safety and welfare of the public through the regulation of contracting. This is accomplished by the means of licensing (*examination, financial review, experienced and insured*) and disciplinary action governed by T.C.A. § 62-6-121.

The Board was originally established in 1931 and today remains a bridge between the consumers and contractors of Tennessee. Licensing offers the consumers of the State a mechanism to voice their concerns. The Board currently regulates licensing at various levels: Contractors (projects \$25,000 or more); Home Improvement (projects from \$3,000 to \$24,999 – eight counties); Limited Licensed Electricians (LLE) and Limited Licensed Plumbers (LLP), for projects less than \$25,000; and Pre-licensed Exam Course Providers must be approved by the Board.

The Board works in conjunction with CHAMP (Contractor/Homeowner Accountability and Mediation Program) within the Consumer Affairs Division of the Department. Established to offer assistance with those having residential complaints against licensed contractors, and posting non-responsive contractors on the “Problem Contractor List” similar to their “Buyer Beware”.